

The Influence of Competence and Workload on the Quality of Services at the Aeng Towa Health Center, Takalar Regency

Pengaruh Kompetensi dan Beban Kerja Terhadap Kualitas Pelayanan Puskesmas Aeng Towa Kabupaten Takalar

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ABSTRACT

The purpose of this study was to determine the influence of Competence and Workload together on the Quality of Services at the Aeng Towa Health Center, Takalar Regency. This study is a quantitative study based on the philosophy of positivism, which uses empirical data to test the hypothesis. The sample used was 71 respondents taken from employees of the Aeng Towa Health Center, Takalar Regency. The determination of the sample used was the total sample or saturated sample by making all populations as samples because the number was smaller and below 100. The analysis technique used was multiple linear regression analysis and statistical tests using SPSS. Before conducting multiple linear regression analysis, research instrument testing and classical assumption tests were carried out for the accuracy of the regression analysis results. The data sources used in this study were primary data and secondary data. The data collection method used the questionnaire and documentation methods. The results of the study indicate that competence and workload simultaneously affect the quality of service at the Aeng Towa Health Center, Takalar Regency. The results of this study also provide a strong basis for policy development at the health center. The combination of high competence and well-managed workload creates a positive synergy that has a significant impact on service quality. When administrative staff have adequate competence and appropriate workload, they can carry out their tasks more efficiently, which ultimately improves the quality of service they provide.

Keywords: Competence; Workload; Service Quality

ABSTRAK

Tujuan penelitian ini untuk mengetahui pengaruh Kompetensi dan Beban Kerja secara bersama-sama terhadap Kualitas Pelayanan Puskesmas Aeng Towa Kabupaten Takalar. Penelitian ini merupakan penelitian kuantitatif yang didasarkan pada filsafat positivisme, yang menggunakan data empiris untuk menguji hipotesis. Sampel yang digunakan sebanyak 71 responden diambil dari pegawai Puskesmas Aeng Towa Kabupaten Takalar. Penentuan sampel menggunakan sampel yang digunakan adalah total sampel atau sampel jenuh dengan menjadikan semua populasi sebagai sampel karena jumlahnya lebih kecil dan dibawah dari 100. Teknik analisis yang digunakan adalah analisis regresi linear berganda dan uji statistik dengan menggunakan SPSS. Sebelum melakukan analisis regresi linear berganda, dilakukan pengujian instrumen penelitian dan uji asumsi klasik untuk keakurasian hasil analisis regresi. Sumber data yang digunakan pada penelitian ini yaitu data primer dan data sekunder. Metode pengumpulan data dengan metode kuesioner dan dokumentasi. Hasil penelitian menunjukkan bahwa kompetensi dan beban kerja berpengaruh secara simultan terhadap kualitas pelayanan di Puskesmas Aeng Towa Kabupaten Takalar. Hasil penelitian ini juga memberikan dasar yang kuat bagi pengembangan kebijakan di puskesmas. Kombinasi antara kompetensi yang tinggi dan beban kerja yang terkelola dengan baik menciptakan sinergi positif yang berdampak signifikan terhadap kualitas layanan. Ketika tenaga administrasi memiliki kompetensi yang memadai dan beban kerja yang sesuai, mereka dapat menjalankan tugas-tugas mereka secara lebih efisien, yang pada akhirnya meningkatkan kualitas layanan yang mereka berikan.

Kata Kunci: Kompetensi; Beban Kerja; Kualitas Pelayanan

INTRODUCTION

The provision of health services is regulated in Permenkes No. 6 of 2022. The provision of health services is aimed at health workers. Article 5 Paragraph (3) explains that the distribution of health services to health workers and non-health workers as referred to in paragraph (1) is determined by considering the following variables: a. manpower and/or position; and b. the presence of manpower and/or position; and attendance.

The problem of Human Resources in health centers is a crucial problem that is continuously sought to be solved. Some factors that must be understood are: first, the Health Center is one of the health service systems with a unique and complex organization. According to Azwar (1980) The health service system is said to be good if it meets the criteria: there is service, it is acceptable and reasonable according to the needs of the client, quality means it is in accordance with the standards and satisfies stakeholders who are affordable both geographically and financially. Second, the health center provides services that are "mixed output" which will only be successful if there is teamwork with various resources (mixed input), in accordance with the characteristics of the health sector, which are labor-intensive and capital-intensive.

Third, this collaboration must occur on all lines with various types of service implementers, both medical personnel, nurses, medical support, administration, other health workers and other service personnel including security units, cleaning and laundry.

The provision of good services requires quality human resource competencies, so it is very important to improve competence. In providing excellent service to health services, Moehersono (2012) argues that the competency system of every health organization is mandatory and must be developed as widely as possible, especially in modern companies. According to Armstrong (2006) competence is the action dimension of a task, where the action is used by employees to complete their job tasks satisfactorily and what employees give in different forms and levels of performance.

Workload is influenced by several factors, namely in the form of external factors which include tasks, work organization and work environment, while internal factors of workload include: work time pressure, working

hours, role ambiguity and role conflict, noise, excessive information, high temperature, repetitive action and responsibility. *The Journal of Occupational and Environmental Medicine* explains that excessive workload is correlated with the occurrence of heart attacks.

Manuaba in Manuho et.al (2015) explains that every person must get a workload as per their ability and capacity in accepting the job, so that ergonomically it does not have a negative impact on carrying out their work.

Aeng Towa Health Center is one of the public health centers that serves outpatient and inpatient care under the auspices of the Takalar Regency Government located in Aeng Towa Village, North Galesong District, Takalar Regency. The Aeng Towa Health Center serves 7 (seven) villages from 16 villages in North Galesong District, namely Aeng Towa Village, Aeng BatuBatu Village, Bontolanra Village, Bontolanra Village, Bonto Kaddopepe Village, Biring Kassi Village and Kaballokang Pakkabba Village. To serve 7 (seven) villages in which there are 24 hamlets with an area of 7.99 Km² and a population of 19,041 people, the Aeng Towa Health Center has 71 employees. In addition, the Aeng Towa Health Center also oversees several Auxiliary Health Centers and Village Health Posts coupled with many public health services that are mandated by the Ministry of Health, such as posyandu, counseling, etc. (Aeng Towa Health Center Profile, 2023).

On February 9, 2024, Galesong Hospital was inaugurated, which is also located in North Galesong District, not far from the Aeng Towa Health Center. Based on the information obtained by the author, some employees at the Aeng Towa Health Center are seconded in the services of Galesong Hospital so that the workload of employees increases (Syakir, 2024). Another work demand that requires the competence of medical personnel is important to be improved because of the very dense workload, so the level of competence needs to be prioritized and scheduled comprehensively so that all medical personnel have the same opportunity to improve their competence.

High workload is one of the triggers for work fatigue. Work fatigue is a condition in which a person in doing his work experiences a decrease in his or her efficiency and endurance to complete the work. So that the quality of

work will affect the quality of a service provided to the community.

Based on the above phenomenon, this study aims to determine the influence of employee competence and workload on the quality of service at the Aeng Towa Health Center.

RESEARCH METHODS

This research is a quantitative research based on the philosophy of positivism, which uses empirical data to test hypotheses. The sample used was 71 respondents taken from employees of the Aeng Towa Health Center, Takalar Regency. The determination of the sample using the sample used is the total sample or saturated sample by making all populations as samples because the number is smaller and below 100. The analysis techniques used are multiple linear regression analysis and statistical tests using SPSS. Before conducting multiple linear regression analysis, testing of research instruments and classical assumption tests is carried out for the accuracy

of regression analysis results. The data sources used in this study are primary data and secondary data. The data collection method is by questionnaire and documentation methods.

RESEARCH RESULTS

Linear Regression Analysis

Regression analysis is used to measure how much influence there is between the independent variable and the bound variable. If there is only one independent variable and one bound variable, then the regression is called a simple linear regression. On the other hand, if there is more than one independent variable or bound variable, it is called multiple linear regression. Multiple linear regression is a regression model that involves more than one independent variable. Multiple linear regression analysis was carried out to determine the direction and how much influence the independent variable had on the dependent variable (Ghozali, 2018). The results of the linear regression analysis can be seen in table 4.10 below.

Table 1. Linear Regression Results

| | | Coefficients ^a | | | | | | |
|------|------------|-----------------------------|------------|---------------------------|--------|------|-------------------------|-------|
| Type | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| | | B | Std. Error | Beta | | | Tolerance | VIF |
| 1 | (Constant) | 2.397 | 2.460 | .161 | .011 | | | |
| | X1 | .005 | .099 | .003 | 2.449 | .000 | .997 | 1.003 |
| | X2 | 1.429 | .083 | .903 | 17.270 | .000 | .997 | 1.003 |

a. Dependent Variable: Y

Source: Primary Data, 2024

Based on table 1, the multiple regression equation can be described as follows:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + e$$

$$Y = 2.397 + 0.005 X_1 + 1.429 X_2 + e$$

From the multiple linear regression equation above, it can be seen that the value of the constant (a) has a positive value of 2.397. A positive sign means that it shows a unidirectional influence between independent

variables and dependent variables. This shows that if all independent variables including Competency (X1), Workload (X2) are valued at 0 percent or do not change, then the service quality value is 2,397.

DISCUSSION

The Influence of Competence on Service Quality

Based on the results of the research hypothesis test, it can be seen that the

significance value of Competence to Service Quality is 0.000, meaning $<$ from 0.05 and the t-value is calculated at 2,449 $>$ from the t-value of table 1.996. This shows that work competence affects the quality of service.

This research is in line with research conducted by Puspitawaty (2020) illustrates that employee competence measured through knowledge characteristics, skill characteristics and attitude characteristics is very decisive for improving the quality of public services. The largest influence of employee competence on the quality of public services is skill characteristics while the smallest is attitude characteristics. Another research conducted by Astria (2020) From the results of the study, it was shown that the competence of employees on the quality of service in Bukit Betung Village had less significant effect, with a variable of 13.6%. Competence is a combination of various dimensions, namely attitude, knowledge and ability. The quality of service is a combination of various dimensions, namely reliability, catchability, guarantee, attention, and direct evidence.

The results of the research conducted by Bakri et al. (2024) are known that there is a significant influence between the implementation of information technology and employee competence on the efficiency of regional tax services supported by increased public satisfaction survey data.

Employees who have high competence tend to show better performance, which has a positive impact on service quality. High competence coupled with strong motivation makes employees more enthusiastic, proactive, and committed to providing the best service to customers.

The results of this study show the ability to coordinate in accordance with established procedures and the ability to respond quickly and appropriately to requests and questions of those in need is part of the competency indicators, namely, knowledge, information and skills that affect the quality of service at the Aeng Towa Health Center, Takalar Regency. These findings provide a strong basis for efforts to improve service quality through increasing employee competence so that they can provide better services.

The Effect of Workload on Service Quality

Based on the results of the research hypothesis test, it can be seen that the significance value of the workload to the quality of service is 0.000, meaning $<$ from 0.05 and the t-value is calculated at 17.270 $>$ from the t-value of table 1,996. This shows that workload has a significant effect on service quality.

The results of this study are in line with research conducted by Suryani & Rambe (2022) This study can be found that the workload of nurses, both light, medium and heavy categories, can affect the quality of nursing services. One of these is influenced by the length of time nurses work, the longer nurses work, the lower their interest in work will decrease, so the workload felt is different. Another study conducted by Erlia et.al (2023) shows that the workload of outpatient nurses affects the quality of nursing services. There are 92% of nurse respondents stating that they have a heavy workload that makes the quality of services provided less, where the heavy workload in question consists of physical demands and work demands that they have to carry out every day.

The results of this study are also in line with research conducted by Sarnia et.al (2022) where workload has a significant effect on the quality of health services at the Siontapina Health Center, Buton Regency with a determination coefficient (r^2) of 0.6872. This shows that 68.72% of the high and low quality of service is determined by the workload factor.

In contrast to the results of this study, research conducted by Wahyuni (2020) in all health centers in Pasuruan City shows that workload has a positive but not significant effect on the quality of nurse services. This is because the workload of nurses is from external factors, namely the availability of equipment and work facilities that are good enough so that they do not have an impact on the quality of services provided by nurses to patients.

Overall, the results of this study show that the targets that must be achieved in the work and the demands of the work unit leaders that require each employee to have a good work target are one of the workload indicators that are the key factors affecting the quality of service at the Aeng Towa Health Center, Takalar Regency. The workload given to employees must be balanced with the competencies and abilities of the employees

themselves, otherwise sooner or later it will cause problems that can interfere with the performance of the employees.

The Effect of Competence and Workload on Service Quality

Based on the Simultaneous F test, it shows that the F calculation is greater than the F table, which is $149.563 > 2.74$, thus it can be concluded that Competence and Workload simultaneously affect the quality of services at the Aeng Towa Health Center.

This research is in line with research conducted by Indriani (2018) where the significant value obtained is less than 0.05, so simultaneously competence and workload have a significant effect on the performance of the implementation of inpatient nursing care services. The higher the competence of the nurses in the inpatient care section and the lower the workload of the nurses, the better the performance of the implementation of inpatient care services.

The results of another study conducted by Putri (2024) show that there is a significant influence between the competence and workload of school administration staff on the quality of excellent service at SMK Se-Kota Batu. This means that administrative staff who have good skills, knowledge, and abilities tend to be able to provide more satisfactory and effective services to students, teachers, and other parties in the school.

The results of this study are in line with the results of previous research which showed that the combination of Competence and Workload has a significant influence. The results of this study are consistent with previous findings that show that both competence and workload together affect service quality. Previous studies have shown that a competent workforce with a well-managed workload tends to provide more optimal services.

The combination of high competence and a well-managed workload creates a positive synergy that has a significant impact on service quality. When administrative personnel have adequate competence and appropriate workloads, they can carry out their duties more efficiently, which ultimately improves the quality of the services they provide.

The results of this study also provide a strong basis for policy development in

Puskesmas. Policies that support the improvement of health service quality standards can help improve the overall quality of services. In addition, this study also shows the importance of improving the quality of services by always trying to provide the best service to patients in accordance with the promises of the services offered. Programs designed to improve both of these aspects, such as competency improvement programs and good workload management.

CONCLUSION

The significance value of Competence to Service Quality is 0.000, meaning $<$ from 0.05 and the t-value is calculated at $2.449 >$ from the t-value of the table 1.996. This shows that the competence of employees at the health center has a significant influence on the quality of service at the Aeng Towa Health Center, Takalar Regency. Health workers who have good knowledge, skills, and attitudes tend to provide better quality services. The higher the competence, the better the quality of service felt by patients.

The significance value of the workload to the quality of service is 0.000, meaning $<$ from 0.05 and the t-value is calculated at $17.270 >$ from the t-value of table 1,996. This shows that the workload has a significant effect on the quality of services at the Aeng Towa Health Center, Takalar Regency, where a high workload can have a negative impact on the quality of health services. Health workers who experience excessive workloads tend to experience fatigue, stress, and decreased concentration, which can ultimately reduce the quality of services provided. On the contrary, a balanced workload can support the improvement of service quality.

The results of the Simultaneous F test show that the F calculation is greater than the F table, which is $149.563 > 2.74$, so it can be concluded that there is an interaction between competence and workload on service quality. For example, high competence can slightly reduce the negative impact of high workloads, but if the workload is too excessive, even high competence may not be enough to maintain the quality of service at an optimal level.

SUGGESTION

To improve the quality of health services in health centers, it is important to

ensure that health workers have adequate competence and a balanced workload.

It is necessary to develop an effective training program to improve the competence of health workers in health centers. Starting from the identification of the most effective type of training, the optimal frequency, and its impact on the quality of health services at the health center.

Workload Evaluation needs to be carried out including the factors that affect the workload and how different workloads affect the performance and quality of service as well as fair workload arrangements are important steps that need to be taken.

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